

# VIDEO SCRIPT

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**DATE: 9/23/2006**

DEGREGORIO: Good morning everyone. My name is Paul DeGregorio and I'm Chairman of the US Election Assistance Commission. I'd like to welcome all of you and the first order of business at all of our meetings is to ask you please if wouldn't mind to turn your cell phones off or at least turn them on vibrate so we wouldn't be interrupted today. Thank you. I'd like you all to stand for the Pledge of Allegiance, please.

GROUP: I pledge allegiance to the flag of the United States of America, and to The Republic for which it stands, one Nation under God, indivisible, with liberty and justice for all.

DEGREGORIO: May I ask our legal counsel, Julie Hodgkins, for the roll call, please.

HODGKINS: Members, please respond by saying "here" or "present" when I call your name.

Paul DeGregorio, Chairman. -- *Here*.

Donetta Davidson, Commissioner. -- *Present*.

Gracia Hillman, Commissioner. -- *Here*.

Mr. Chairman, there are three members present at a quorum.

DEGREGORIO: Thank you, Madame Counsel. The next order of business is the adoption of the agenda. Members, you can see in tab one, I believe, of the Agenda and it's my understanding that Miss Andino from South Carolina is unable to make it because of inability to change planes somewhere so she will not be here and that's the only change that I am aware of-of on the Agenda presented to you. May I have a motion to adopt the Agenda with that change?

DAVIDSON: So moved.

DEGREGORIO: Is there a second?

HODGKINS: Second.

DEGREGORIO: All those in favor, signify by saying "I."

DONETTA/JULIE: I.

DEGREGORIO: All opposed, "nay." The "I's" have it. The agenda is adopted. Well, I'd like to say have to say that it's a pleasure to be here at the University of Missouri St. Louis which some of you may know and some of you may not know is my alma mater. And, I watched the construction of this building when I was the director of Outreach Development here. So, it's a pleasure for me to be here in St. Louis to chair this meeting and to have so many people here from Missouri I know who are going to join us in the St. Louis area. But, before we get any farther, I'd like to give the floor to the Chief Election Official of the State of Missouri, someone who has distinguished herself in her career and someone who certainly has been on the forefront in Missouri of election reform. And, we're

honored today to have Secretary of State Robin Carnahan here. And, Secretary Carnahan, thank you for taking time out of your schedule to join us and we'd like to give you the floor to give you the opportunity to say what you'd like to us and welcome us to Missouri.

CARNAHAN: Terrific. Thanks, Paul and all of you on the Commission. It's wonderful to have you here. I've seen each of you in other parts of the country and it's great to have you here in the Heartland and the gateway to the West. You know, Paul and I have worked together on elections for a long time so it's wonderful to have you. I thank you for your service. I know that you're going to be moving on to bigger and better things but we really appreciate what you've done with Commission, Paul. You've made a big difference for us and I know for folks around the rest of the country. As you know, we have just finished our first election under the Help America Vote Act. We had our primary election in August of this year and I'm happy to say that things went well. We had new equipment, we had new accessible equipment. We had new training for poll workers and election workers and they put in many, many long hours. And, since that time - we've had a recount - as you may or may not know of a state-wide race. So, the first election that we had under the new HAVA rules and equipment, we had a recount and that turned out well as well. So, I wanted to report that to you first-hand. And, I'll tell you that the response that we've gotten certainly from the accessible equipment has been terrific. I want to just read one quote of an email that was sent to my office from a visually impaired voter who for the first time was able to vote independently. And, it read as follows: *"I just returned from voting. What a wonderful experience to be able to vote without depending on someone else to assist in the selection. I believe those working the polls were also pleased to have the accessible machines. I even got a hug after completing the process."* So, this was just one. We got loads of these things and people couldn't have been happier about that. And, these kind of stories remind us that the accessibility of voting is something that we have to talk about everywhere - not just if they're in the State and that includes, of course, folks who are fighting overseas for us - military men and women and other federal service personnel. We need to do all we can to make it convenient, efficient and secure for them to exercise their right to vote just as every American. It is fundamental - and I

don't need to tell you this but I want it on the record, Mr. Chairman - that if we're expecting people to defend our country, we should defend their rights as Americans and that's what we're all about doing here today. I have two particular goals in Missouri as we try to move forward with this. The first is to insure that military personnel within combat zones are able to easily and quickly find a method of getting a ballot and getting it back to be counted on Election Day. And, second is to make sure that process is safe and secure. It all seems pretty basic, but as you know in practice it's a little more complicated than that and so we're working very closely with local election authorities to make sure they're able to do that both with having the option to fax and email their ballots back to local election authorities and traditional mail methods. We're working very closely with the Post Office. That's the way that we think is the best to guarantee this sanctity of their ballot. You know, a friend of mine is about to become a US citizen and so we're going through some of the questions that they ask to make sure they get this right. And, one of the questions is what is the most fundamental important right given to a citizen of the United States. And, I've asked this of lots of Americans and they say - Well, the freedom of speech. Or - The freedom of religion. Guess what folks? It's the right to vote and it's something that I never forget and I want to make sure that we can verify and guarantee for every American. So, I'm grateful for you to be here. I'm grateful for the work that you're doing, certainly with military personnel. Now is the time to get that right and I know that you will. So, welcome and we're happy to answer questions.

DEGREGORIO: Thank you, thank you, Secretary Carnahan. We appreciate your comments because they are so important and I know that you work very hard to make sure that every American and every Missourian has that opportunity. I know you've worked overseas, too - as I have in some countries that did not have that opportunity for decades and brought them the opportunity to cast ballots. So, I appreciate the work that you're doing here in Missouri to do that. So, I thank you very much. I don't know if my colleagues have any questions or comments.

DAVIDSON: Good morning, how are you?

CARNAHAN: I'm doing well, thanks.

DAVIDSON: Good. It's great to be here in Missouri and let me just take a minute to thank our Chairman for facilitating that we would have a meeting here in Missouri. I appreciate the opportunity. I have a question and I realize that you didn't have a clue I was going to ask this question so if you don't have an answer ...

CARNAHAN: Good, I have some people here so maybe they can answer it.

DAVIDSON: Precisely. I'm wondering if you have had a chance to assess at this point in 2006 how much of your expenditures to fully meet the requirements of the Help America Vote Act have been covered by the requirements payments that the federal government has sent. We're all aware that Congress did not fully appropriate the funds and there's a shortfall of about eight hundred million and I'm just wondering if you have any indication as to whether you're going to be able to successfully stretch those Federal dollars or if the State is or the local jurisdictions are going to have to kick in. I know they have kicked in some but I'm talking about in the main.

CARNAHAN: Well, look, I don't have precise numbers in front of me but I can get some of those for you today or later this week. Clearly, every jurisdiction is having to kick in their own money for this. The Federal appropriation is not what was promised. And, so, we made plans, we had a State plan that was based on one amount of money and we had to fund that State plan with a different amount of money. So, obviously, every jurisdiction would be very appreciative from the state to the county to the local authorities to be able to get the rest of the funding so as not to have to stop something else that they're doing. So, Madame, we can try to get numbers for you but I can't give you anything precise today.

DAVIDSON: Okay. And, beyond that, we know that sooner or later the federal dollars are going to be spent whether Congress appropriates the balance or not. And, so, do you have any thought or plans about the leadership that's going to be needed within your state legislature and county commissioners about the kinds of appropriations that are going to have to happen in the future to maintain the equipment and provide sufficient budget support so that election officials can continue this work?

CARNAHAN: Well, as you say, the money that was provided from Help America Vote Act was one-time money. And, the obligation to go on and have fair elections is a continuing obligation. And, so, someone is going to have to pick up the slack with that. It's clearly going to take leadership from our governor into the legislature to get this done. I've got to tell you - at this point, people haven't focused on it yet because we just, we have new equipment now. But, now that we have the equipment is the time we need to start planning for the next phase and that's something we'll be talking about in coming months.

DAVIDSON: Thank you very much.

CARNAHAN: Thank you.

DEGREGORIO: {unintelligible}

HODGKINS: Thank you, Secretary. I, Madame Secretary, I'm so appreciative that you are here today and to welcome us and to be on hand and look forward to hopefully seeing a little bit of the state before I go back but now obviously it really seems like it's going to be back to the airport. But, that's that problem of ...

CARNAHAN: If Paul doesn't take you for some good Italian food or ice cream - Paul, I'm going to be very disappointed in you. (laughter)

DEGREGORIO: They've already had some.

HODGKINS: We had some good Italian food last night.

CARNAHAN: All right, good.

HODGKINS: I will say that. But, it's wonderful being here and I do thank you very much and I do not have any questions for you at this time.

CARNAHAN: Thank you for being here.

DEGREGORIO: Thank you. Thank you, Secretary Carnahan. I know that you have another event in 15 minutes to participate in. So, we certainly appreciate you taking time and I know your staff member and Director of Elections, Betsy {Byers} is coming this afternoon and we

look forward to her testimony and getting everything on the record.

CARNAHAN: Good luck to all of you and bless you for what you're doing.

DEGREGORIO: Thank you very much. Now, it's an honor for me to present to you someone who is going give {unintelligible} a welcome from this campus and somebody who I don't know very well but we've met a couple times since he's become chancellor. You know, the University of Missouri is not only my alma mater but I actually was director of outreach here for eight years under the chancellor's predecessor, Stu Hill. And, I certainly worked with many people and some are here today who are helping us today get through this meeting and I want to thank the chancellor and his staff for their support to make an event like this happen here. I particularly want to thank my good friend Betty {\_\_\_\_\_}. I think Betty just walked the secretary out but Betty is like the queen of \_\_\_\_\_, as we call her. She's an institution here and she's been very helpful as has her assistant, Karen Pierce, who has been very helpful to facilitate what we need done today. And, my friend {Marcel Bectel} who I worked with when we set up four satellite campuses for the university. Marcel and I worked very closely together. And, I want to acknowledge Sandy Diamond here who is head of Kids Vote Missouri which is based here at the University of Missouri St. Louis. I was on their board of directors and Sandy presented us with a poster - The St. Louis Cardinal poster that they're using to promote kids voting and voter turn out for the November election. Sandy, thanks for your effort in doing that. Ron Edwards and Patrick {McCallahan} are helping us over here with the audio. Our court reporter today is {Dee Ann Rinkin}, interpreter is Robert {\_\_\_\_\_} and Maria {Bunster}. So, we appreciate that. Let me just add before I introduce the chancellor that a video of the today's meeting will be available next week on the EAC website: [www.eac.gov](http://www.eac.gov). Probably available in about a week or so. We're going to incorporate closed captioning on the video before it's distributed to the public so you'll be able to watch this hearing from our website in about a week or so. So, without any further ado - because I know he also as an event in about 12 minutes outside - Senator Wayne {Goode} who represented this area, was a very important part of the University of Missouri's history. Certainly Chairman of the Appropriations Committee

providing funding for the university at a time when it really needed it and so they're dedicating a statue to him outside at 10 o'clock. So, Chancellor Tom George, thank you for coming today and we'll give you the floor for a few minutes.

GEORGE: Thank you, Chairman DeGregorio. It's a real privilege to have the Commission here and to have your colleague commissioners on the campus. This is a fairly young campus. Maybe you get that feel - there's a certain amount of excitement on the campus. We're only 43 years old. We used to be a golf course and we started from scratch and then we joined the newly formed University of Missouri system in 1963. We're now up to about 320 acres. We're still growing. We just christened a new business technology and research park on the campus. ExpressScripts just moved their headquarters to the campus - they're a 17 billion dollar a year company - this is kind of new things that are happening in higher education or at the campus. We're about 16,000 students but to pick up on what Chairman DeGregorio was talking about with outreach - if you count the number of people and students we actually touch during the year, it's closer to 70,000 and a lot of that comes from our continuing education and outreach component because we're part of the {unintelligible} University of Missouri system. We have been working as a campus with Secretary Carnahan on trying to get faculty, staff and students to help at the polls and that's something we're trying to take very seriously. Now, again, herding faculty and staff and students on a campus is, you know, like the analogy of herding cats and there's a certain amount of that but it's amazing how committed our people are on the campus and it's not a hard sell. And, in fact, we've just created a new center and the new center is for citizen education. It comes out of our College of Education and we have an endowed professorship focused just on that. So, that gives you a sense of how seriously we take civic responsibility including voting and elections. We have more than 200,000 teenagers involved in - Paul DeGregorio mentioned Kids Voting Missourian. Sandy Diamond is certainly, she's here today, is certainly a very enthusiastic supporter and leader of that and you held up the poster from the Cardinals - well, we've participated in a lot of pre-Cardinals games with Sandy trying to try to get a lot of enthusiasm for this voting. In fact, Sandy recently received a national award for the program that we run here at the University of Missouri St. Louis for that.



With that, I'll end my remarks but just say it's a real privilege to have you here on the campus. I'm glad you got some Italian food last night so at least you're being treated properly by our illustrious alum. So, thank you very much for being here.

DEGREGORIO: Thank you, Chancellor. Appreciate it. Okay. We'll proceed with the agenda and first order of business is to return to our old business and correction and approval of our minutes from our July 13<sup>th</sup>, 2006 meeting. I think, members of the commission, we have presented and we've had the minutes for a week or so to look over and I think we've had the opportunity to comment on them. Do I have a motion to approve the minutes as provided in your agenda?

UNKNOWN1: I move to approve the minutes as they are written.

UNKNOWN2: Second.

DEGREGORIO: There's been a move and a second to approve the minutes as presented. Call for the vote - all those in favor of approving the minutes, please signify by saying "I."

GROUP: I.

DEGREGORIO: All opposed, nay. Okay, the I's have it. The minutes have been approved. Our next order of business is a report from our executive director. Tom Wilkey has worked very hard over the summer and certainly since our last meeting in July. The EAC is not an organization that has a lot of staff but we do a lot of work with contractors and you'll hear about some of that work today. But, Tom has worked very hard with our excellent staff every day to implement the mission of EAC. So, Tom, I'll turn it over to you for your report.

WILKEY: Thank you, Mr. Chairman. First, let me say that there have been two references already this morning about getting some good Italian food and I want the audience to know that we had some of the best Italian food last night that was prepared by one Chef DeGregorio and we certainly want to thank him for having us in his home and we had a wonderful evening. Mr. Chairman, it was good to be with you and of course the start of the show - your

granddaughter. And, we hope we get a chance to see her again because she's a great little lady. Yes, we have been busy. Mr. Chairman, I'm going to highlight some things that are in my report. As you know, we earlier this year during the summer put out what we called our first Quick Start guide which became very popular with local election officials. That one addressed processes and procedures for local election officials when introducing a new voting system and we were grateful to have our two contractors that our working on our management guidelines who through a labor of love did this, provided this to us because of their experience in implementing new voting systems in the state and jurisdiction. And, it went over very well and as a result of that, they have developed three additional Quick Start guides. We know it is late in the year, we're trying to get them out as quickly as possible and those three involve Poll Worker Management Guide which is completed. It is at the printer now and should be going out early next week to about 6000 local election officials but is already up on our website for everyone to see. In addition to that, we have two additional Quick Start guides. Management Guide for Ballot Design, Printing and Pre-Election Testing and also one on Management Guide for Voting System Security. Two very, very important pieces from what will be our very comprehensive management guidelines that we hope to come out with at the end of the year. But, we wanted to get a snapshot of some of the most critical things and put them out as quickly as we can. So, those should go to our printer by the end of this week and hopefully get out sometime the end of next week. Those also will be put up on our website so that local jurisdictions, state jurisdictions can get a quick read about that. We're very pleased and again I want to cite our two contractors, Connie {Schmidt} of the great state of Kansas, former election director in Johnson County, and Brit Williams who have been working with us and who did this really off contract as a labor of love and we appreciate their working with us on that. So, together with several people on our {IFES} Poll Worker Project who helped us on the Poll Worker Management Guide and we're very grateful to them. Certainly one of the major things we did just recently is our Help America Vote College Program and we recently awarded \$300,000 to 19 recipients across the country. I think the chancellor mentioned the great work that's going on here at the University of Missouri St. Louis and we are very pleased to have 19 college campuses participating in this. We are hopeful

that in our next budget cycle, we will even have more money available for this very important program. We have the University of Cleveland working with you on a poll worker, college poll worker training manual. It will be utilized and used out in the field so that we can get some feedback on that document and so I look forward to this program unfolding as we approach the November election. Certainly we have some things going on in our research contracts. We recently issued, are in the process of issuing a contract on free absentee ballot postage. This was one of the research projects mandated by HAVA together with the effect of ID requirements on first time voters. Under HAVA, we currently have RFPs out which should be unfolding in the next two weeks and we should have contracts out for four additional research projects. Internet voting which involves UOCAVA voters, something that we'll be talking about later on today and certainly we will be following through that contract some of the things that the NVAP will be doing in their {IFES} program so that we can get a feel of how that is being accepted and what's going on out in our state and localities in terms of UOCAVA. We have another one, a Social Security study, another one of our Congressionally mandated studies as well as a study on the use of voter hot lines, what's going on throughout the nation in that area as well as alternative voting methods. This would include, for example, vote centers, vote by mail and other innovative ideas as well as looking at options of, and again this was another Congressional mandate to us to take a look at perhaps changing the day of election to increase voter participation. Those four are out there. They should be awarded by the end of this month or the first part of October. As you know, we adopted an interim certification program earlier this summer. That will serve the community, election community in making modifications to any voting systems up through the first week of October and then we will only take them on an emergency basis. In that process, we certify two interim laboratories. These are two laboratories that previously had been under the the {\_\_\_\_} Voting System Qualification Program. SysTest Labs and Wylie Laboratories that we have an additional application that we are currently working with and will take some action on at some later date. Our permanent program - the manual has been completed. It will be reviewed by the Commission on Monday and then be inserted into the Federal Register and up on our website for a 30-day comment period and we also will be having a thorough discussion of our permanent certification program at our

October 26<sup>th</sup> meeting in Washington, DC, where we will get some feedback from the election community and from the vendors and it {ITAS} as well as our colleagues at {MIST}. We will also hear some presentation then on the permanent certification program and accreditation of laboratories by MIST, the National Voluntary Laboratory Accreditation Program. So, that should be a very full meeting for our October 26 public meeting. We have updated recently some of the instructions on our national forum from various states - Delaware, Florida, Georgia, Missouri, West Virginia, Wisconsin. Some to bring them into compliance with HAVA regulations and others to make the necessary corrections on addresses, etcetera. One of our very important missions as you know, Mr. Chairman and Commissioners, is the audit of HAVA funding and we are very, we are extremely fortunate to have three excellent people working with us in our inspector general office. We recently appointed Curtis {Kreiter} as our inspector general. Curtis comes to us with 30 years of experience, most recently as director of financial audits at the OIG at the US Department of the Interior. We have two other individuals who are very highly qualified in a unit, doing the necessary audits of HAVA funding as well as the normal OIG responsibilities for some of the procedures used within our office. We recently put up on our website a whole set of frequently asked questions for election officials about the appropriate use of HAVA funding and again that is available on our website - [www.eac.gov](http://www.eac.gov). And, finally, as we all know, we have been putting up on a monthly basis a monthly newsletter with information and updates about what is going on at the Commission. Mr. Chairman, I am very pleased. As you indicated in your remarks, we have a remarkable staff who do a great amount of work. We don't have enough - with what we have, we manage to get a great deal out the door and I'm privileged to work with them and I thank you. And, that is my report, Mr. Chairman.

DEGREGORIO: Thank you, Mr. Wilkey. Commissioners, do you have any question for Mr. Wilkey?

DAVIDSON(?): I do. Mr. Chairman, as you always say, details matter so I just picked up a little discrepancy that I think we should at least clarify for the record. The minutes from our last meeting indicated that our College Pollworker Program would have \$250,000 in grants and would go to up to \$20,000 per recipient. And, Mr. Wilkey, your report said that we did \$300,000 in grants so I'm just

trying to refresh my recollection as to how that adjustment was made and whether we increased the number of people getting grants or did we increase the grant amount?

WILKEY: Actually, Commissioner, we had some savings this year in our budget and were able to increase that amount by \$50,000 which enabled us to increase the number of participants. We had over 50 applications and so it gave us an opportunity to add - I believe and I'd have to check with staff - two more participants. {Ed \_\_\_\_\_}? Four? Thank you. Four more college campuses to the program so we were pleased we were able to do that.

DAVIDSON(?): Thank you.

DEGREGORIO: Commissioner Davidson, any questions?

DAVIDSON: No questions, thank you.

DEGREGORIO: Thank you. Thank you, Tom. The College Pollworker Program is indeed really a very important part of what the EAC has accomplished in the last two and a half years and I know in total we've given out one million dollars in funds to do that and I was walking in this morning with the president of the Board of Alderman for the City of St. Louis, a friend from way back - I believe was an alumni of this university also - and he was commenting on the need for more pollworkers in the city of St. Louis. And, I told him - Jim, it's this campus we're turning to to help us find pollworkers and I know you heard the chancellor talk about that this morning. Thank you for our efforts in doing that.

DAVIDSON: Mr. Chairman, I'm sorry. I do have another question for the executive director. Under the interim certification program, are we retaining technical reviewers? Is that a part of the interim certification program?

WILKEY: Yes. We have retained two technical reviewers who are working with us on doing modification work, as I indicated in my report, to get us through to the permanent program. And, then we will be reaching out to recruit additional peer reviewers to work with us but right now, we have two. Two mainly because they have had a great deal of experience in reviewing these types of reports and were available to work with us during this interim process.

But, certainly we hope to increase that, the number of those and also to be able to do some training to make this outreach better and I'm hopeful we'll have a number of people that will apply to do that.

DAVIDSON: What is the vehicle that we're able to retain the peer reviewers? I mean, are they with us as consultants, contractors?

WILKEY: They are with us as consultants.

DAVIDSON: As consultants. Thank you.

WILKEY: Thank you, Commissioner.

DEGREGORIO: Thank you. As you move into new business, I do want to pause for a point of personal privilege to introduce somebody in the audience who is the Director of Constituent Services for Congressman Don Aiken who represents a good portion of St. Louis County and St. Charles County. But, more important to me and most important to me is my wife, Kerry, who is here - I know who hosted all of you at dinner last night. I couldn't have done anything like that without her help and I couldn't have served on this commission for the last three years without her giving me the opportunity to do this and putting up with me being gone during the week. So, my wife, Kerry is here and Kerry, would you just stand so we can see who you are? (Applause) I certainly thank her for everything she's done for me in our almost 30 years of marriage. So, let's move onto new business today and we have some important topics that we're going to focus upon as we do in all of our meetings. Today's meeting, our first topic that we're going to discuss and have some key people from throughout the United States give us testimony in this area - is about voter information websites. This is an area that we have seen certainly a transition in the last few years and more and more people have used the Internet and more people have used the Internet to obtain information regarding business but certainly regarding government. And, the Help America Vote Act mandates that the Election Assistance Commission conduct a study of issues and challenges presented by incorporating communications and Internet technologies into the process of voting. HAVA also requires the EAC to investigate the impact on the electoral process that new communications or Internet technology systems will have on voter

participation, voter education and public accessibility. To meet these mandates, the EAC is contracted with Publius.org to conduct this study. A central goal of this research is to learn how to best provide voters with access to confirm their voter registration on line. In addition, the study is also focused on secondary information that may accompany this registration information including maps to polling places, voting equipment instructions and sample ballots. Following the last the election cycle, the EAC conducted a study and found that information available for voters was somewhat disorganized, duplicative and oftentimes erroneous. In response to this, the EAC and Publius.org have conducted a nationwide study of on line research, interviews and polls designed to cover the critical components of voter information websites that allow voters to check the voter registration. The EAC has also conducted meetings with experts to review and respond to the results. Members of each work group of representative of the entire country and consist of state and local election officials, non-profit advocacy organizations, private sector vendors and consultants. Following the completion of our research, the EAC will {\_\_\_\_\_} the findings with election officials throughout the country to help them create information websites that will serve the respective communities in an efficient and effective manner. {\_\_\_\_\_} would like for our presenters if they would come forward and have a seat, if they wouldn't mind. Here to testify today is Vince Keenan of Publius.org. Also to advise the EAC to real life experiences and techniques that have proven successful are Marcie {Andino} executive director of the State Elections Commission in South Carolina. Lance Gough, executive director of the City of Chicago Board of Election Commissioners. Sharon Turner Buie, director of Board of Election Commissioners in Kansas City, Missouri. And, Leslie Reynolds, executive director of the National Association of Secretaries of State. So, if you all wouldn't mind finding a seat. Our presenter this morning is a gentleman who has distinguished himself in his career and he's a young man, he's got many more years to distinguish himself. But, also, he's already done that. He's the director of Publius, a non-partisan, non-profit organization he founded in 1996 dedicated to promoting civic participation and cultivating new ideas in voter education. He developed the first state-wide website in Michigan that allowed voters to check their registration status and view sample ballots on-line. He's trained as a

network engineer and application developer. In 2003, Politics Online and World Forum on eDemocracy selected Vince as one of the 25 people changing the Internet and politics in a ceremony in Paris, France. In 2005, he was named one of Crane's Detroit 40 Under 40. Currently, Vince is the primary investigator for our project in this area of voter information websites. He's also working on a project, not for us but on his own to develop eDemocracy tools to help the citizens of New Orleans use the Internet to coordinate during reconstruction. So, Mr. Keenan, we thank you for taking the time today to come to St. Louis to tell us about the work you're doing for us. We also appreciate the work you've done in the past for the citizens of Michigan and for America. So, please.

KEENAN: Thank you, thank you very much, Commissioner, Chairman DeGregorio and Commissioners Davidson and Hellman and Director Wilkey and General Counsel Hodgkins. It's nice to be here and I have to say the setting has got me thinking because it was a student center not unlike this - well, not as new and nice as this - but one at the University of Michigan ten years ago, actually, that I was in when I was turned away from the polls because I went to the wrong location. And, it was about 7:30 because I was student voter and I did that sort of thing, roll just before it was done. Luckily the poll, the person that was working the polls knew where I was supposed to go even though I wasn't on the registered list. But, that got me thinking about how unprepared I was. And, it was sort of from the perspective of a college student - what could I do to be better prepared. And, that was really, we were at the beginning of the Internet, the academic use of the Internet and it got me to thinking that there was an opportunity here to begin work in this and it's a great honor to be here today ten years later to talk about how we can do this for the whole country. So, thank you very much for the opportunity. The, you have some written testimony from me and it's lengthy. We've got this project. This project's been going on for - the study for the EAC is coming to a close but it has been going on for about a year now. So, there's a lot of information. This is really the first time I've had to talk to you so what I'm going to do is I'm just going to reference that written material. I'm going to hit some of the highlights and hopefully in the next couple months, you'll see the full detail of all the stuff that we've got for you. But that said, I did want to just preface this whole thing by saying there were a couple



reasons - I don't want to sell anyone on the use of the Internet. I don't think that's necessary. But, there are a couple things that always jump out at me in terms of thinking about why it's important for the EAC to be involved in this. In particular, one is that there are going to be third party organizations like Publius did ten years ago, which are going to find information and use it out there. So, without guidelines on this level especially with the access that's available today of electronic voter records, you're going to find that setting forward some good best practices is going to be the best way to keep people from misusing the information that is now readily available electronically in almost every state. The other thing is - and I guess I say this from a perspective of being hopeful about the future of Democracy is that of all the things that you have to deal with, this is new. I mean, we're talking about a brand new part of the election process and we hope that the ability to go to voter information websites can be incorporated into the voting habits of every voter in the future. And, you know, there are a lot of ways you can talk about how it's going to be more important to younger voters but as I walked into the center yesterday, just coming in it occurred to me that here's a good example of the dialog that's going on in terms of younger voters here with the current newspaper here today. Above the fold is an article about Face Books and some modification that Face Book did to its electronic, to its system and how it's angered some of its 9.2 million students that are voting. I did a quick search and the Face Book modifications didn't make it above the fold in other publications on that day. So, the point is that young people are online and they're thinking about this stuff and they're doing this stuff and as you look forward to voters in the future, it's going to be critically important that you're engaging with them on that level. That said, let me get into the meat of the presentation here. The EAC study - and I apologize if you have to turn around for this. But, I'm going to go through the highlights very quickly so we can get to questions here. So, if I'm going to fast, slow me down. There's a lot of data that we have for you but we're not going to get to all of it today. But, I do want to give you some kind of overview. Essentially, the basic components of a voter information website - and this is important to note - that we're looking at websites that directly reference individual voters. So, we're talking about information about a particular voter. So, a website, for example, that

you put in an address and pull up a polling location is not necessarily what we're looking at here. We're talking about tying into that voter registration file. So, here are your basic components of the input data and results. And, in that data, you're going to get polling location information, sample ballot information and voter records. The top questions that are answered through a direct reference to an individual voter are, as you mentioned - Am I registered to vote? Where do I vote? Who or what is on the ballot? How do I use the voting equipment and did my vote count? That last one, I'm going to qualify as saying that will cover provisional ballot information - absentee ballot processing in terms of did my vote get process as well. Essentially, these are the questions we were looking at and one of the things that we wanted to point out in terms of the study is that as far as the popularity of the sites go, while the conventional wisdom is that am I registered to vote and where do I vote are the top two questions on the minds of voters, what we discovered was that what is actually on the ballot tends to be what voters are thinking about prior to the election. One of the analogies that may be useful here is just to say I think in some ways, presuming that voters are sitting about worrying about where they're going to vote or if they're registered to vote - these are incidental concerns that they want to be able to get taken care of very quickly. It's like if you're having a baby - wanting to know where the hospital is. But, it's not your top priority. Once you find out, you're going to think about having the baby again. And, I think that these things are things that need to be answered quickly but who's on the ballot is the key issue. The who and what is on the ballot seems to be the key issue in terms of increasing the popularity of these voter information websites. Sample ballot information increases the popularity significantly. The other thing that I wanted to point out here is that how to use the voting equipment, while it seems to be a high priority for election administrators tends to be a low priority as far as the voter feedback on some of these sites. I think that this would warrant further study but if I had to speculate, my guess is that voters are looking at this as how to use the voting equipment is something that someone's going to be able to assist them with when they get to the polls. That said, what I'd like to do is kind of go through some of the audience component, some of the audiences for these websites. Again, the study looked at all the websites that we could catalog and then we particularly targeted about 50

of them for in depth research and then extrapolated from there who they were trying to hit. This next slide is just going to be first time voters. Not that much different - first time voters need all this information. They're curious about all this stuff and so they need the full gamut - as well as any sort of weird particulars. As an example - do you have to vote in person. So, first time voters need everything. The next audience are infrequent voters. What we found was that a lot of people are not - presume that they may fall off the voter roll if they don't vote in a while. So, they're motivated by a particular issue, they want to vote in this election, be it a big ticket election like a presidential election - they want to vote. So, what they do is they go to check to see if they're still registered. In that case, they may want to check where they vote as well. But, again, the highest priority piece here is who or what is on the ballot. Special circumstance voters - I'm just going to - the gist here is that if you have a special circumstance, whatever it is - you've moved, you have a deceased relative. These kinds of concerns are the kind of thing - you really are trying to get to the election bureau as quickly as possible. There are ways through a kind of wizard system where you can try and filter out some of these things or get them to a help desk. But, essentially, these voters you're probably going to have to deal with in person at some point. Consistent voters are really to see if there's any changes in the polling locations and for the information on the ballot. {UOCAVA} voters, which you'll hear more about later today, are looking for information about where they're registered to help them fill out their {\_\_\_\_\_} information. Of particular concern is whether or not the absentee balloting process is proceeding in time for their ballot to actually be cast. Again, who or what is on the ballot is really important when you're outside the information sphere of your locality. It may be one thing to find out who's running for president when you're in military overseas but finding out information about your local county commissioners or the dog catcher might be more complicated and this is where it can be valuable. And, again, you've got the validation or it's particularly important here - did my ballot get counted. And, again, that ties into the provisional balloting as well. To give you some summary of the last things that we just looked at, this chart is really just to show that the checking voter registration, polling location and sample balloting are the most popular functions. The first two being the ones we

started off with premise that they were, you know, these were the most important. And, that premise was really predicated on the idea that those were the questions that election administrators get in the time leading up to the election. But, what's interesting to note here is that the sample ballot piece is as popular or perhaps more popular in terms of the amount of time voters are thinking about it prior to the election. The other audience that we want to consider as well for voter information websites - and this has come from the research - are larger scale organizations. We would characterize these in particular as organizations that are looking for information other than about themselves as voters. The initial audience is - I'm a voter, I want some information about me as a voter. The organizational view is I'm an organization, I'm looking for information about a large group of voters or looking to provide information to a large group of voters. What we have done here is broken down advocacy organizations. This can include almost any get out to vote campaign ranging from ones that are sponsored by election bureaus to campaigns - essentially, anybody that's advocating that you participate in an election. Now, in a traditional advocacy organization get out to vote campaign - I'll just use as an example a project vote, {\_\_\_\_} project vote type organization. What you're looking at there is the ability to check registration and validate that the addresses are correct. Those were both highlighted as extremely important for the productivity of the registration campaign. So, again, if people register 30,000 voters, they want to know that those registrations went through. If they didn't, they want to see where the problems are, that sort of thing. There's a little more information that organizations are looking for than voters. The media on the other hand - and this is where the opportunity comes in for some earned media - they're looking for some high profile or flashier services that they can provide. Again, the ability to check your registration and polling location is a big deal but the sample ballots, the ability to pull up your sample ballot is extremely popular. It does, however, run into some issues and we'll discuss this further in the paper, but there are some questions about how the media likes to co-brand rather than - they don't like you to leave their site to go to a government site or any other site. So, there are some issues and considerations there about whether or not an election bureau would want to make the compromises to get better in media. At the bottom there, I've noted a couple of

additional needs. They're on a longer list but one of the things I mentioned about the vote drive. The other thing is, and this came up in the testimony before, the ease of use of directing voters to these websites is pretty important. That can come into play whether or not there are jurisdictional issues or what level of government is, in fact, providing the voter information. If you're looking at a local election - is it the city website that you want to go to? Is it the state website that will have the information about the city election? Is it the county website? These kind of concerns are important if your job is to go out there and spread the word, you want to know how to do that and what the best ways to do that are. And, then in the research study, they'll be more information about that kind of intra and inter jurisdictional discussion about whether or not if a state provides a voter information website, what happens to the county voter information website, etcetera. This brings us to the most important part of the information I wanted to present to you today and that is about the privacy of the information that is presented. In general, what we found are two schools of thought and those two schools are what we're referring to as limited disclosure or full disclosure or on the chart there, it's do you put out all or most of the information because it's public information or do you try and limit the information. As far as our recommendations to the EAC as a result of the study go, we will probably recommend that you consider going with the limited information approach. The reason for that is that most of the websites that we've studied do put a lot of information out about voters. And, when you look at that in relation to what information a voter needs going up to the election, you realize that there's some other stuff that is getting attached to delivering that information. In particular, the ability to vet voter role files and increase the accuracy of your voter role file by allowing a voter to validate that their address is correct is something that a lot of election administrators is a valuable tool. Our concern is that although there is value to that, there is a great deal of exposure in relation to identity theft that happens there and it may not be - it's certainly not the same thing to go onto a website to pull off voter information as it is to go into an office, into an election bureau and fill out a {FOIA} form. And, just with the nature of the Internet it is not really possible at this time to localize that data and the truth is that even if you try to come up with a way, you wouldn't be able to.

So, the information you put out for your community about voters in your community that would be useful for those voters is also going to be available for anyone out there, anywhere you want to talk about - Russia, where ever. And, if their goal is to find information on voters or find any kind of personal information, they'll be able to do it as well. There's a lot of implications of this. In particular, if you're in a state that does mail-in voting, the address confirmation is really important. So, we wouldn't necessarily say you don't want to do it but that may be a more secure function. Login, provide additional information, take two extra steps of validation or mail in to get a password - that sort of thing - in order to go and check to see that your address is correct on file. Again, this is another interesting point when you look at it from the organization perspective because the organizations are looking at this as a critical function of the get out to vote and registration drives. Here's where it may be possible to work more directly with organizations in terms of passing data in bulk. That's one of the things that has been discussed. Now, the other thing - what I'd like to do now is kind of go into the limited approach and this is just one example of a limited approach. In this example here, if you look at scenario A, if the voter is registered, if the registration is true, the voter is registered - then what you do is you display the polling location. If the voter is not registered, then you can display not registered. You never display - you are registered. The reason for this is because in terms of information you're providing, where does the information - where are you describing a voter? In scenario A, you're implying that the voter is registered by saying that they have a polling location. But, in reality, giving out a polling location is a pretty low piece of public information that most people aren't that concerned if you know my polling location, I'm not that concerned about what you can do to me as a result of that. The other part is if you're not registered, that can be read as a description of the voter but it more accurately describes the registration file. Your record is not in this file so it doesn't talk about the voter at all. You don't get the condition that applies directly to the voter which is - you are registered. This is just an example. Here is another example of what we're calling back-end verification where if you input the street address and then you go validate that against the record, here you get the polling location. If the record is different from the input, then you get

directed to contact your registrar. You don't ever get - Oh, well, we have 12345 Street on record and you put in something else, check and see. You never see that information. This is an approach here that we would very, very strongly discourage or we recommend that the EAC discourage. This is where you get more information than you asked for about a particular voter. We've seen this in a couple different places where if you put in an address, you get all the voters that are registered at that address as a means of verification and then you presumably as one of those voters says - Oh, okay, I see I'm registered at that address. Well, here you're exposing three voters to when only one voter is doing the query. We would really discourage any approach like this. Another way of doing that list verification is where you say - Well, okay, I'm John Smith - and then you see all of the John Smiths in a particular jurisdiction and you say - Okay, which John Smith are you? Again, you're exposing a lot of information. John L. Smith isn't going to the website, isn't necessarily interested in having his information exposed but boom there it is when John J. Smith goes to look for it. The other things and I'm just going to try to breeze through these, these will all be in the final report. But, critical to this, I mean voter information across the board when you talk about the kind of information you put on the Internet - we're not talking about the ability to buy plane tickets or to use eBay or anything that involves commerce. This is incredibly democratic information at the root level. It should be available to everyone. Now, I'm making reference to the digital divide and the ability to get information to people in libraries, people that don't have access to computers. How would you use these websites say for example to use paper to help bridge the last mile? Can you use a church computing center as a tool to help distribute additional information into communities that don't have the access to the Internet that other communities do. These are things that should really be considered. In addition to that and kind of dovetailing on that is some feedback that we got in relation to technology overuse. You can get too fancy with these websites. In particular, you design them with PDF ballots that look exactly like those sample ballots but they say "sample" on them and they're great. But, somebody goes into a library and that library doesn't have the PDF plug-in installed on it. The person that's at the library doesn't have the administrative rights to download it and install it, so they won't be able to see the ballot. In

some ways, it's important to take a look at what the technology is being used to deliver the information. The other thing here on obscure information - several websites we looked at because of motor voter are looking at being able to tie drivers license information directly to this and the obscure information or unnecessary information really are kind of a combined point and that is to say if the goal is to encourage usage, sometimes if you ask for some information - even though it's accurate - it can be off-putting. Most voters in terms of the study did not - most voters that we've gotten feedback from did not know that there was a connection between their drivers license number and a voter record and so when you ask them for their drivers license number, you create a kind of cognitive hiccup where you're taking them outside of the task that they're trying to get voter information and when you do that, it's not necessarily the best marketing approach because it does kind of feel like - Okay, well, we've got your number six different ways, so it really doesn't matter. This is something that people should look at and when they're putting these sites together. The other thing is most voters can't recall their drivers license number right off the top of their head. Drivers license number would just be one example. Zip plus four is another example. The plus four code usually has to be looked up but that will all be in the report. In addition, if you ask for unnecessary information - this is just if you have a John Smith, you may need a middle initial and a birth date or a zip code. If that's the case, that's fine but if you have Wolfgang Mozart, you probably don't need that additional information from him because there aren't that many Wolfgang Mozarts registered in any given jurisdiction. The implication of that is going to be you can Wolfgang Mozart his information faster and process less data. Literacy is important - use as many pictures as possible. Use as much picture graphic representation as possible - cut down the text. Poor graphic design - again, this really dovetails on the EAC study on the sample ballot stuff - or, on the ballot design. Same basic principles apply to the websites and then simplicity of language. I know you've heard a lot of language about the simplicity of language. To the extent possible, try and make the language on the website as simple to use as it can be and that's pretty much it. I would, I'd just like to close by saying it's been a lot of fun to work on this project and this really is the beginning of this and I think the EAC is poised, is in a great position to fulfill the kind of



fundamental mission of serving as a clearing house of information and there will be innovations in the future and I hope you continue to keep on this dialog of innovation. Thank you.

DEGREGORIO: Thank you, Mr. Keenan. We appreciate your work in this area and your findings thus far. I know it stimulated a lot of interesting thoughts in my head over this because I had some assumptions and your report thus far is taking us in a different direction and so I appreciate it. We'll have questions after we've heard from all the speakers today but we thank you for that. Our next panelist today is someone that I have come to know over the last three years and someone who is a leader in her own right because she is the executive director of the National Association of Secretaries of States. Leslie Reynolds is someone who is involved in the creation of the Help America Vote Act. She monitored it very closely as it was going through passage and represented the interests of the secretary of states of the nation. And, she's also been involved in election reform throughout the United States because she share information with the secretaries, most of whom are the chief election authorities and she's worked very hard on this and worked very closely with the EAC. Since our very beginning day, she's been very helpful to us. We feel that NAS is a very important partner with the EAC in what we do every single day. So, Leslie, welcome to St. Louis and thank you for coming today and we'll hear from you on the work of NAS in this area.

REYNOLDS: Thank you. I notice that you didn't reference the accomplishments I made in my youth like you did with Vince. (laughter) But, I won't take it personally. I also just want to say that I was very sorry to see the email that I saw about you leaving the EAC. We're going to miss you very much and I wish you all the best in your future endeavors. I want to say good morning to all of you, Chairman DeGregorio, Commissioner Hillman, Commissioner Davidson, Juliet and Tom. Thank you so much for inviting me to participate in this hearing today and providing me with the opportunity to talk about our new voter education campaign that I am very proud of called "Can I Vote." The website being [www.canivote.org](http://www.canivote.org). (Can you hear me?) To provide a bit of background on this project, at the winter conference this past February, the Voter Participation Committee of NAS decided and voted to do a voter education

campaign for the midterm elections. When they voted they had a fabulous idea but they didn't actually vote to support it with any funding - so we had to be very creative in the way that we came up with this voter education campaign. The chairs at the time of this committee, Matt Dunlap the Secretary of State for Maine, and Ron Thornburg the Secretary of State from Kansas, put together a task force of other secretaries to focus on a voter education campaign. When we had our first conference call we talked about some of the issues that had come up in the 2004 election and how we might be able to put together some sort of resource that would help the voters with some of the things we had heard. We knew from the 2004 campaign that there were a lot of media hot lines, and the EAC had a hot line, and DOJ had a hot line to address voter questions on secretary of state. two of the most popular questions, clearly from new voters or voters who hadn't voted in a while, were: Am I registered? How do I find out if I'm registered and where is my polling place? So, we decided that we would do our voter education campaign to try to address those two questions. We heard a presentation at our winter conference from secretary Tray Grayson of Kentucky. He talked about his voter access portal. He talked about the voter registration search feature that they had and the polling place locator that they had, and he talked about even the mapping instructions that you could get to direct you to your polling place from wherever you were going to be leaving from. We knew from Q&A in the audience that other secretaries and other T-state election officials were putting something like this together or already had something similar to this or were trying to put it together. Quite frankly, as more and more of the state databases came on-line and were becoming much more functional, more and more states were looking to put this information on-line. We decided that we would put together a website that would pull together all of this information so that as a voter you didn't need to know that your Secretary of State was responsible for administering elections and to go to the Secretary of State's website to get your information or the State Board of Elections, or the county auditor. We decided that we would go out and find all the information, put it together in one place, and link to it from this "Can I Vote" website. In an ideal world, we wanted to be able to have an 800 number so that people who didn't have access to the Internet could get this information as well. Unfortunately, we don't have the resources to pay for an 800 number and we have a staff of

two. So we don't have the staff to man an 800 number. We decided that we would do what we could do with the resources we had and make the biggest impact that we possible could. We spent \$18 to purchase the URL address of [www.canivote.org](http://www.canivote.org) and one of our corporate affiliates, [Kansas.gov](http://Kansas.gov) agreed to host our website for us. They host our NAS website and so they gave us more space to do this "Can I Vote" website. Then the NAS staff, myself, Meredith, and Wally, who is a contractor that has worked with us and used to be our communications director and has started her own company. And, our administrative assistant started contacting all the states, going to the state websites, trying to pull this information together. We developed the site in-house, we maintain the site in-house, and we continue to update and research the information so that we make sure everything is as accurate as possible. Quite frankly there is no point in doing a website if the information you have on there is outdated or inaccurate. The site includes a list of voter education deadlines for each state using the actual dates. One of the things that we discovered during 2004 was a lot of the state websites list the legal language for voter registration deadlines so that it's applicable from year to year. But it's very confusing for voters. Do they start counting backwards from Election Day to 15 days before the election? Do they start the day before Election Day? So we reached out to all the states, called them directly and asked them for the actual date of the voter registration deadlines. We also linked to all the state, county, and city websites that offer an on-line voter registration look-up feature. We linked to the federal form for voter registration on the EAC's website so that if somebody looks up the voter registration and discovers that they're not there, they have access to the form so that they can register to vote. We linked to all the state, county, and city websites that offer polling place locators. We linked to very important, voter identification information on the state websites. We talked about summarizing this information but the reality is with court challenges and things changing we didn't want to be responsible for providing this information. We have gone on to all the state websites to find exactly where the voter identification information is located and we link directly to that page so that somebody doesn't have to search through the state website and we figured that if there are changes to the state identification requirements, the first place they are going to show up is on the state website which means our site will automatically be updated.

We have a list of all the primary caucus states for each state which we can probably remove now. We have a list of polling place hours for each state. We also linked to the early voting information on applicable state websites where its available and we link to state, county, and city sites that offer information about becoming a poll worker because that has become a very big passion of ours as well. Basically what we do is we walk people through the steps - there are seven steps on the website. The first step is to find out if you are registered and that's where we link to currently over 50 state and local registration look-up features. This is where we also provide the voter registration deadline listing and the actual dates. Another important feature on this website is if there is not a feature on a state website or local website for information on voter look-up, we have been linking to the local election official directory that we have licensed from the Overseas Vote Foundation. We licensed it from the Overseas Vote Foundation because we didn't want to cause confusion with people leaving this site and going to a site for overseas voters which has accurate information for overseas voters, but not necessarily accurate information for people within the United States. So we licensed it so that people can stay right on the site and it provides the local election official contact telephone number and e-mail address for local election officials if it's available. Step 2 is locate your polling place. We provide links to over 81 polling place locators and again where the feature is not available, we provide a link to a local election official directory. I spoke about knowing the kind of identification that's required. We know there have been several changes in the course of the last couple of days. So, hopefully, when the states update their information, as I said, we'll be linked directly to that new information. Again, we provide the dates for primaries and caucus. We also, step 5 as Vince talked about, people are very interested in the candidates, we link to the Project Vote Smart site because it's one link for us to provide and when we were putting the site together, a lot of the states did not have this information on their website, we wanted to make sure the information was available. Step 6 is that we link to pollworker information. Step 7, of course, is to vote. Our biggest challenge, quite frankly, has been getting word out about [www.canivote.org](http://www.canivote.org). The site was launched in August to try to reach out to those voters in states who had primaries in September so that we could help them with the information that they needed and to find out

if they were registered. We received sporadic coverage when we first released it. We have contacted all of the members of Congress to ask them to link to this site. Some of them have. We have contacted the organizations we have worked with when we worked on HAVA related issues and HAVA funding, asking them to link to the website. Obviously, all of the states - we encourage them to promote canivote.org when they are out and about talking about other issues. I don't know what the legal impediments are if there are any to having the EAC linked to [www.canivote.org](http://www.canivote.org), that would be something that Julie would probably have to respond to. We promote it at every event that we go to. We talk about it with every media call that comes in, regardless of what they are calling about. We are still working on public service billboard space. We are working editorials. We are working on free radio space. The problem is during election year, getting free space is very difficult. This effort has taken a tremendous amount of research and phone calls and if you're familiar with the Harvard Institute of Politics, look at a study of the look-up of the websites that the states have put together and some are easier to use than others - it's the truth and so it took us a long time sometimes to find the information that we were looking for on some of the state websites. We hope that if nothing else, this provides a feature so that people don't have to struggle through looking some of them. We hope it proves to be useful for the voters. We have had not a tremendous amount of success in hits, I think we have just shy of a thousand hits to the website. That's not a huge number. I don't know if that counts how many times I've actually gone to the website to look at it. It's something that we hope very much that will prove to be useful tool. It has been a labor of love and I am very grateful for this opportunity to talk about it and promote it yet again and hopefully I'll be able to answer any questions that you have and hopefully you will be able to use it and promote it as well. Thank you.

DEGREGORIO: Thank you very much Leslie and we appreciate your comments. So it's [www.canivote.org](http://www.canivote.org). Right?

REYNOLDS: Right. Thank you.

DEGREGORIO: And we'll try to promote it as much as we can and we appreciate your work and the work of the Secretaries of State to provide this great public service across this

nation. We appreciate it. Now we are going to turn to some local election officials to give us their thoughts and what they do regarding voter information websites and I know that in the audience today we have - I see many election officials from Missouri and Illinois. We appreciate their participation today and we also have voter advocacy groups here from the St. Louis area and we appreciate all those in attendance including - I know we have some elected officials who are coming in after the ceremony they just held outside. We appreciate all those who have come today. Our next speaker is someone who I've known for 20 years. He's the executive director of the Chicago Board of Elections and he oversees the daily operation of one of the largest election authorities in the nation. Lance Gough is someone who I've considered a friend for 20 years now. He has taught me a lot during my 20 year association with him. He has welcomed me to Chicago on many occasions to give me the opportunity to observe what they do there. It's a tough situation in a large city of America that you have to deal with but Lance has been involved with election board there for about 30 years - I think you told me when I was there in March. That's amazing as you started in high school and maybe grade school there. But Lance, I know that you are well respected, you are past president of the International Association of Clerks, Recorders, Election Officials and Treasurers. Many of us know it as IACREOT. Also past president of the Illinois Association of Election Officials and a member of the election center and you and I were together in 1997 with 100 other Americans on a difficult circumstances in Albania to serve as international election observers. You've had much experience and we appreciate you coming down from Chicago today to share with us what you do in Chicago in this area. Thank you, Lance.

GOUGH: Thank you, Chairman and Commissioners. Thank you for this invitation. Paul mentioned about Albania. He didn't tell that we almost got beat up by somebody when we were in Italy eating ice cream on the corner one night. So we've been through a lot of trials and tribulations over the years. I did provide a written statement but after hearing some of the items that Vince brought up, I need to make some comments. What I'd like to do is first of all say as an election administrator, our job is to get out as much information as possible to the public. And it's a very difficult job and especially with the shrinking

budgets that we are all having and Commissioner Hillman and I have talked about that at great length at the Black Congressional Congress in Washington. What we did 10 years ago when the Board of Election first started its website, we'd get maybe 500-600 hits a day at our website. Two days ago, I was having breakfast with my daughter in the morning before I drove her to school and there was a news article saying that the date for filing remanded petitions was today. I got on the phone, called my IT staff and I said I was just curious how many hits we're gonna get on the website. We got 130,000 hits on our website from 8 o'clock that morning until 1 o'clock in the afternoon. It was all looking at our election calendar - not for this year but for next year. When Vince was talking about the most hits that people were getting was to look and see what was on the ballot. It all depends on what registers to the public. In the city of Chicago, our local elections seem to place a lot more precedence over the public than what's going on in the November elections. So, just to show that it really depends on what interests the public has. In fact, this last election, the March election, and when Chairman DeGregorio came up to the city of Chicago it was the first time we used a blending voting system. We received the March election, during that time frame we received over 750,000 hits on our website and 90% of them were to see how to use the new voting equipment. The number one for the March election was "Am I registered to vote, where is my polling location?" and "How do I use the new voting equipment?" Now we received 750,000 hits on our website for the March election but the funny thing was we only had 32% percent turnout and we had 1,300,000 registered voters. What were those other people doing on the website? You know, something that we really need to look into. In the city of Chicago, you have to look at, we talk about Internet communications - there is a divide on technology. We do have a demographics from very wealthy people in the city of Chicago to very poor people in the city of Chicago. The difficulty is how do you reach all those people? Basically, there are eight main items that we use in the city of Chicago to reach those people. Number one is the Internet. We got a big hit on the Internet. Number two is telephone hot lines. Telephone hot lines have been very useful in the city of Chicago. We have it in Spanish, Chinese, Korean, and Polish. Some people say - Why do you do it in Polish? Well, in the city of Chicago, we have the third largest Polish population next to Warsaw. I'm saying you have to look at all these different avenues

out there that are to the public. Direct mailings - we do a direct mailing to everybody to let them know where their polling place location is, how to use the voting equipment and sample ballots. A mailing to the household in the city of Chicago costs about \$450,000 just to do one mailing. So, I have to condense everything I can into that one mailing because of budgetary problems. Television and radio public service announcements - Television and radio have been very generous to us but we do not generate the type of money that the campaigns do to put on programs so we are pulled to 4 o'clock in the morning you see our public service announcements - you don't see them during the afternoon prime time. Public access television programs - I do a program every Thursday called "Democracy in Action" where I may have a few local people that will call in to give me razzings on what we are doing on the Chicago board. But that's another way we get out the information. News Releases - the problem with news releases is the newspapers do not like to report on good news. Bad news sells, good news doesn't. Media interviews - I am always careful what I say to the media because I am not an elected official and with having over 30 years into the game like you know Chairman that, if somebody wants to get rid of you let them take their best shot. So, I say what I feel like. And, Cable TV. Those are the eight main venues that we use to get the information out. But, when you talk about - and I'm really curious about what Vince said about sample ballots. In the city of Chicago, we have more elected units of government than anywhere else in the United States. Our next ballot, the paper ballot that we produce for this November election will be a 21 inch ballot printed on both side. We have almost 30 contests. Not only that, we also have retention judges - judges that are running for retention - we have another 78 of those. So, to see the public go in and surfing through the entire ballot, we just don't see that. The population knows who they're going to vote for and they've already made up their mind by the time they get to our web page. If you look at where we have modified our web page where you can see how they can surf through the Internet and you can look at it. Believe it or not, our sample ballot gets very little hits. I just wanted to give that information out. It all depends in basically where you're looking at. The city of Chicago may be different than St. Louis - I just want to get that point across. I am sorry for all my public comments. I know I have a written document, it has been given to the Commission. I will also put this on our Chicago Board of



Elections web page for anybody to look that up. I'm available for questions to the Board.

DEGREGORIO: Thank you, Mr. Gough. We certainly appreciate your work and your leadership and your comments. Your comments and those of all of our speakers - because I know that many of you submitted, as you said, written comments or extensive written comments - will be available on our website for everyone to look over. And there's a lot of good information that you've all presented to us and we appreciate that. So that's [www.chicagoelections.com](http://www.chicagoelections.com). So maybe you'll have a few more hits after our meeting. Again, Lance, we appreciate the work that you do. Now it's time for me to turn to someone who was also a colleague when I was in the state of Missouri and working as director of elections here in St. Louis County. She's also a good friend and somebody that the EAC has turned to on a number of occasions to assist us, to provide her expertise to us. That's Sharon Turner Buie who is the director of Board of Elections for Kansas City, Missouri, on the other side of the state. We certainly appreciate you, Sharon, coming over to our side of the state as you do from time to time and we appreciate that. I know that Kansas City is a great city and I have certainly been there plenty of times to be at your office and to partake in some of the great food that they have in Kansas City. Sharon is responsible for administering policies and directives for the Board and they have about 220,000 registered voters in Kansas City. She has been a leader in the field of election administration, implementing many new initiatives. One called "Making Voting Popular," a multi-jurisdictional public-private partnership for recruiting election workers. Sharon, like many in the election field particularly in urban areas, has difficulty recruiting pollworkers and certainly a new generation of poll workers. She's worked very hard with that and she's engaged organizations in a neighbor-to-neighbor program which engages neighborhood associations in the election process because we know in many American cities, particularly in urban areas, people get their information from their neighborhood organizations and you have been a leader in this in Kansas City. You've also served the EAC, as I said earlier, on our Board of Advisers. We appointed you to the Technical Guidelines Development Committee. They worked very hard to develop the voluntary voting system guidelines that are going to be used throughout America. We appreciate your work on that. You were on Missouri Governor Blunt's Commission on

Election Reform which I chaired and we worked together for two years to bring election reform to Missouri in 2001 and 2002; and, on the board of International Association of Clerks, Recorders, Election Officials and others. And, a lot of other things that Sharon has done in her life. Sharon, we certainly we appreciate you and I welcome you to this side of the state and thank you for coming and sharing with us your innovative information that you're providing to voters to Kansas City. Thank you.

TURNER BUIE: Thank you. Thank you so much Mr. Chairman and thank you and Commissioners Hillman and Davidson and Director Wilkey for inviting me to participate on this panel. I do want to add my disappointment to Leslie's comments about your leaving the EAC. Certainly when I learned of that - we all were saddened, not just me. It will certainly be a great loss, not only to the EAC, but to the voters of our nation because we all, as election administrators look up to you. You are our role model. You're always so humble, you say how much you learned from all of us, when in reality we have learned so much from you and we certainly appreciate it and we will certainly mourn your loss.

DEGREGORIO: Thank you.

TURNER BUIE: My testimony today is going to attempt to convey how we created our site in Kansas City, how it's used and the challenges that we will face as we move to the future. We actually created our website as an extension of our voter outreach program. And, our intent was to reach that population who is using the Internet. We recognize that it is a growing population and we wanted to be sure that we were tapping into that market, providing educational information to the Internet users. We designed it to be an educational tool for those who were interested in a variety of election topics. We give an explanation of how the electoral college functions. We talk about the difference between partisan and non-partisan elections, how to run for elective office and a number of other topics. Last year, we actually began to post our newsletters and our topic-specific pamphlets on the site. And, both of these items have high rates of downloads so we feel that posting these on the site clearly meets the needs of some users. In addition, we have instructional material that tells people how to register, how to change a name or their voting address in our records, how to get voting rights

restored and a number of other topics along with, of course, what the sample ballot looks like, absentee ballot applications and where the polls are located on Election Day. We developed the site on the basis of questions that we most frequently receive from voters. We thought at the time that it would reduce the number of calls that we have on Election Day and prior to Election Day. But, there really is no measurable statistic for this. What we do know is that our tracking reports indicate that over 50,000 users accessed our site prior to the 2004 Presidential election. We think that is an indication that the system does have a positive impact on our call volume, certainly we think it should even though we can't measure that. Our voter search function that Vince mentioned earlier is used to confirm the registration status of voters when they enter their last name and their date of birth. What's returned to them is address confirmation, a voter ID number and a ward and precinct assigned. They also can query the system for other items. But, Missouri statutes dictate what personal data can be returned to voters during the search. This data is also available for public consumption in other formats. They can obtain this same information on our in-office viewing system and for a fee, through our public request system. The database is hosted by an off-site server in a remote location so the possibility of access to live data just doesn't exist. Our data is also not part of the state-wide system so there's no risk of compromising the security of other voter records and security concerns are a major concern for us as well as other election administrators. But, the questions that are asked most frequently about our site are - How is the system being used and is it being used as intended? In our inaugural year, there were 37,362 sessions and a session is defined as a visit to the site that lasts more than three minutes. We can contrast that with 157,000 sessions in 2004 which allows us to conclude that clearly our Internet site meets the needs of a number of people, voters and interested people do access and use our site. We thought that the highest number of sessions would occur during the weeks immediately preceding primary and general elections and the tracking data verifies that. However, it awfully interesting to note that use of the site is virtually flat in the months preceding the elections. It is only used actually in weeks immediately preceding the elections. Something else that we learned that was interesting was the high rate of usage for school elections. We did not anticipate that. Historically, school elections have very

low turnout so we did not think that our site would see high usage but, in fact, it does. We also were interested and were quite surprised at the usage that occurs throughout off-election years. Really, that's simply throughout the years - throughout an individual year and the use of the site throughout an off-election year is actually higher than that in, say a Presidential election year and we frankly don't know why although we do know what they're looking at. We do know that some users have become more sophisticated in their searches over time. In 2002, election results were accessed more than any other page. In 2003, people became more interested in voting districts, voter searchers and voter registration data. That voter registration data include how to change the name on my record, how do I change my address? They were interested in how to cancel their voter registration form and there was a high interest in restoration of rights - how do I go about getting my rights restored if I am a felon? In 2004, the primary interest was in precinct finder and in voter registration requirements prior to the primary and general elections. Thus far in 2006, users are searching for specific information about elections such sample ballots, poll logs, voting district data but also qualifications for office and campaign finance information. We know that voter searches don't mirror user downloads. We note differences in the types of data downloaded in off-years and mid-years and during a Presidential election year. In 2004, 22.6% of users downloaded sample ballots; 12.1% received web registration applications; 11.4% presented absentee ballot applications and voter registration forms, although those forms are no longer available on our site in Missouri. In '05, we saw that they were requesting voter registration forms again, a higher percentage. But, they also requested our newsletters and our sample ballots and we find that this growing interest in our newsletters and information pamphlets is a signal to us that they - they being the users - do value current election information and it may signal a need for us to generate more of these items and generate them more frequently. To date in 2006, downloads are requested for our voter registration applications, democratic sample ballots for the August primary and sample ballots for the school board elections. I do think an unintended benefit of establishing the site was the ability to reach a broad segment of the disabled community. I frankly didn't realize the extent to which disabled voters access our site until recently - that was during the August primary election. We inadvertently

posted sample ballots for the August election in HTML rather than PDF and within hours after posting, I received five complaints from disabled voters. Now, this error was very quickly and easily remedied but it was a wake-up call indicating the need to develop creative methods to utilize this method of communicating with the disabled population. And while other segments of our communities may not be as technically astute or have immediate access to computers, that is not a major barrier to our ability to disseminate information to them. While the data indicates usage of our website as a growing trend, we recognize the need to continue to provide information in multiple formats and not simply use the Internet as our main source of information. Of course, this would include those things that Lance mentioned - the newspapers, radio, television, newsletters, conferences, etcetera. It's important that we continue to think of our website as one outreach mechanism - not THE outreach mechanism. But, as we move to the future, we know that continuing to analyze our tracking data is going to be the driving factor as we redesign and restructure and update our website. Users do communicate their preferences through their searches and through their downloads. We simply have to be alert to what they're requesting. In the past, our site offered a news flash - that's information that scrolled across the screen and allowed the users to click on an item of interest which took them to the appropriate page. Frankly, until we began to analyze our data, we were unaware of its popularity, we were not aware that it was the leading item that was accessed on our website and we removed that from our website a year and a half ago but after looking at this data, we know that is something we need to return to the site because what users want is to find and look for and access data very, very quickly and that was the fastest method of them getting to their point of reference. We also know - this is through conversations with our users - that they like graphics, they like color. We recently updated our site and we added more color. The layout is important to them. The organization of data is important to the users and as Leslie said, no matter what information we provide, it's of little consequence if the users can't find or access the information. As we move forward, some of the challenges that we face are constantly monitoring to insure the accuracy of the site. That sounds like a minor thing. Anyone can certainly monitor the site. It is not a minor action, it's challenging to continually look at that site in light of new legislation, new policies to insure that it

is accurate. And, also, just making sure that the site is regularly updated - determining what additional information should be included on the site is another challenge for us. We recognize that more users access the site prior to major elections and identifying what is needed to maximize the exposure of information during those periods is a challenge for us and of major concern is minimizing the risk of exposure as we network with other agencies and as state-wide, interstate and intrastate portals are established. Securing funds to keep pace with the ever-changing and technological advances is important to us. As we move forward with these things, we are certainly interested in the Publius site and the Publius study that we know will address some of these concerns and we're looking forward to being guided by the research that they do. Again, thank you very much for the opportunity to present this to you.

DEGREGORIO: Thank you, Sharon. We certainly appreciate your comments and also appreciate the charts and the graphs that you provided to us that gives us certainly an idea from 2002 to present how you have tracked the visits to your website and you're indeed right - you see these blips at the elections and including the municipal elections in April and how people are interested in that, not just the bigger elections. We appreciate that bit of information. Folks, we're going to take a seven minute break here. I think the lavatory is located right outside the door but we're going to take a seven minute break and then come back for questions because I know that I have questions and my colleagues, I'm sure have questions. We'll be back here at 11:25. Thank you. I'm going to turn to my colleague Gracia Hillman for the first line of questioning. Miss Hillman, we have about six, seven minutes each or so.

HILLMAN: Okay, I will try six or seven minutes but it depends on the panelists, too.

DEGREGORIO: Okay.

HILLMAN: For Vince Keenan, a couple of questions. I want to go to the data on infrequent voters. I have been of the information that a lot of infrequent voters don't even know that their names could be removed from the lists so it never even dawns on them to ask - Am I still registered. I'm wondering if in your study - did any of that come up?

KEENAN: I would say yes in the sense that we're not dealing directly with voters, we're dealing with data collected through the websites. Yes is the answer to that question that there's a section of infrequent voters that have no idea either way but we were looking at the ones that were actually targeting the website to find out about it.

HILLMAN: The other point on the organizational needs summary - I am really surprised that given all the conversation about voting equipment that that item wasn't one that groups are looking for on websites.

KEENAN: I think it was but I think that ... the general sense that we got from the organizations that we talked with is that was a very high priority for election bureaus so there is a sense of with a limited amount of resources, if Group A is targeting this piece, then we'll target this piece and we won't overlap the resources necessarily.

HILLMAN: What do you mean by Group A, do you overlap if ...

KEENAN: If election administrators are putting top priority on getting information out about changes in voting equipment, then people in the advocacy groups that we talked to might focus on voter registration. The other thing I would also put into that as a caveat is that portion of the study was done starting from November 2005 through June 2006. So, going into this election cycle, we may find that the advocacy groups are way more interested in the election equipment changes.

HILLMAN: Okay. My question sort of bleeds into something that Sharon Turner Buie said about the law requiring certain data being available about voters or perhaps restricting - I'm not sure, so if you could clarify that for me, then I can ask my question. That is, when you refer to your law, is it that the law says this data must be available or certain data must not be made publicly available?

TURNER BUIE: The statutes dictate what information can be made available publicly and that it's very little information. It's limited to name, address and date of birth - regardless of the outlet. So, that information is returned to someone searching our website but it also is

the only information available to someone who comes into our office and accesses our public information terminal.

HILLMAN: If a voter doesn't have the Social Security or the drivers license and has a unique identifier - is that available?

TURNER BUIE: No.

HILLMAN: My question goes to a much bigger issue, one that really hasn't been talked a lot about but with all the concern throughout the country about voter fraud and legislative measures that are being taken to minimize and prevent voter fraud - I wonder about the integrity of voting lists, the extent to which information that's available through voting lists allows somebody to recreate voters and how that information gets protected so the voter can find out what he or she wants to know and that the candidates and whoever else need the voter list to either do voter registration activities and so on and so forth can get the information they need to know. But, it would seem to me that it's a legitimate conversation - if we're going to be putting or considering restrictions on the voter, what about the people who would be prone to manipulate voting lists -- under nothing else but voter fraud, the extent to which they can recreate people from voting lists? Mr. Keenan?

KEENAN: I think that's a well-founded concern. I think I'm not sure necessarily that it applies specifically to voter information websites in the sense that - no, it does apply, obviously because there are some sites that will give you all the information you need on a particular voter in order to recreate that voter somewhere else. From that perspective, it would be extremely important for the EAC to recommend against. I would be in favor of the EAC recommending against providing that much information. I also think that if you look at the means of how people use the little amount of data that they can get in terms of pretexting and social engineering - if I have your name and address, can I call up your cell phone customer service center and get more information about you? That kind of stuff is out there and I think we need to be particularly careful about that.

TURNER BUIE(?): I do think that's a valid concern and I think that is one of the reasons that Missouri statutes



limit the amount of information that election authorities can release. However, I also think that we need to recognize that obtaining this information that is easy for anyone - our records is just one source of information but individuals who are interested in obtaining information for fraudulent purposes have other sources to obtain this data. Simply inputting your name into Yahoo would produce a great deal of information about you beyond your name, your address and your date of birth. So, we are but one outlet of information but we are restricted and governed on the information we can release. And, you can address this.

KEENAN: Yeah, I just wanted to dovetail on that and say it may be that the most important priority here for election administrators when going into looking at making this available on the Internet at least is that the Bureau of Elections doesn't become the most convenient way to do these kind of nefarious activities, that obstacles are put in place such that at least some effort is made to make it difficult.

HILLMAN: Right, I mean, I well know from the days when working on a campaign, you went in the office and you got your list of registered voters and it gave you everything you needed to know to figure who was voting, who wasn't voting and who wasn't registered and so on and so forth. We've come an awful long way since then and now people could probably do that from home and not have to physically go to your office and get a copy of the list. Quick question for you, Mr. Keenan, before I move on. What is Face Book?

KENNAN: Face Book is an immensely popular, it's sort of like My Space in the sense that it's like - but, it's for older students - college students.

HILLMAN: What is the other one - It's My Space? I know that one, I think. Okay. For next, Miss Reynolds. Is it possible, do all states have a website or layers of website by links to their local jurisdictions where a voter can get at least the basic confirmation of their information or is it that in some states, it's going to be that voters aren't going to be able to know that through a website?

REYNOLDS: All states have a website, that's a start. Not all states link to their local election officials. And, I think that some of them list a directory of local election

officials but they don't necessarily link to it. But, it kind of goes across the board. They're getting much better, I will say that.

HILLMAN: Okay, all right. Moving on to Chicago - that's up to Chicago, east of Chicago - I can't quite remember where Chicago is. Actually, it's a question for both Lance Gaugh and Sharon Turner Buie. Do you find that other websites that might have inaccurate information or even blogs that may be pushing or leading voters in different directions - are you finding that more and more? Is that a challenge to being able to capture accurate information to voters?

GAUGH: You know, it is. We get responses back from our website that said - We looked up such and such website and found something different, totally different. It depends on what type of campaigns are out there. Campaigns have found the Internet to be a useful tool both as some deception or not. You and I spoke about provisional voting when that first came out. There were people on the website saying - Just go to any polling place and vote provisional, not knowing what the laws were. It's something that we need to, that we monitor at our office and that's something constantly that we monitor.

HILLMAN: Do you have a mechanism you think is effective for your office to be able to clarify and provide accurate information that people will receive?

GAUGH: Yes, we will send out notices and before every election, we will send out one mass mailing that when we find inaccurate information, that will be part of the mailing that we send out.

HILLMAN: Okay. Sharon, do you?

TURNER BUIE: I agree with Lance. Also, what we find is this information clogs our email lines. We get multiple emails as a result of misinformation that goes out to the public. This takes up a great deal of our time in even responding to and clarifying this information or misinformation that voters are receiving. It is a major problem.

HILLMAN: I think the groups have realized that encouraging provisional voting may be a disservice to the voter but I've been very concerned about the number of

groups who are now pushing absentee voting because they're telling voters not to trust the voting equipment. It will be interesting when we collect our election day information to see if, in fact, there has been a huge increase in people voting absentee. I mean, there's still a high level of distrust out there and it sure seems difficult to wrap our arms around it.

GAUGH: Commissioner, just to let you know that in Illinois, you need to have a reason to vote absentee. I think you'll see more people taking advantage of early voting in Chicago than absentee. In fact, the March election was the first time that we had early voting and we usually get anywhere from 30 to 40 thousand voters on absentee during the primary. It was almost 15 thousand that voted early and 15 thousand that took absentee ballots. But with the state of Illinois being a reason to vote absentee, I don't think we'll see an increase in that process of voting absentee.

HILLMAN: Okay. My final question - when introducing you, Sharon, the Chairman referred to an initiative you have that really is a partnership with businesses or organizations to recruit pollworkers. Is that information available on your website?

TURNER BUIE: Yes, it is.

HILLMAN: Okay. Because in trying to encourage businesses to consider that, they always ask for models. I'd like to be able to point them in that direction. Thank you.

DEGREGORIO: Thank you, Commissioner Hillman. Vince, I'm aware of Face Book. I have four daughters. Two are out of college, two are in college and I had my brother tell me yesterday - Did you look at your daughter's Face Book page? I said - No, I need to look at it. So, I've warned her about what she puts on Face Book. I said - You don't put anything on the Internet that can haunt you later. I think she's been very careful about it but I'm aware of what it is. Commissioner Davidson?

DAVIDSON: Thank you. Vince, I've known of your work for many years and I want to congratulate you for your work in Michigan because I think that obviously we all know HAVA looked at Michigan a great deal in developing what they did

in a state-wide database. I congratulate you. I know you had your hand in what everybody around the country is saying is an excellent job. My question is kind of to all of you and it continues into the privacy issue. I understand there are some states that you really start to get into the Internet by your name and no address but maybe you have to have your birth date before you even get into the area and that way, it protects more information. Are you looking at anything like that at all in your study, Vince? Because I think privacy - like you said - is one thing to have the information out there for the voters to be able to access where they vote, are you registered and so on - but it's a real concern that we may be such an easy area for people to go to that it's a real concern. I know California had issues with what Motor V did years ago because of a case and it was so easy to get the information of an address of an individual and that's how they tracked a person down. Are you looking at things like that?

KENNAN: Yes. Focusing extensively on that but there are some, there's some stuff that's inherent to the process of checking the voter registration file that just make it really difficult to do without validating a particular name. One of the cases that early on in 2001 that was a group, an outfit in New York that had done voter registration checking system. What it did was it returned addresses and somebody found out about it and started looking up all the celebrities in New York. Tom may have some familiarity with this. ... It's looking at how to identify voters if there's other ways to do it. Again, it's complicated. One of the things that came up in our discussions was that - I apologize if I get this wrong but I'm pretty sure it was via census data. If you have the census data, the person's gender and date of birth and census data - you can cross-reference with like 70% accuracy if you have a city, name and then 95% accuracy if you have zip code. So, there are a lot of ways to identify people but the problem is in some way, in an abstract way, it really doesn't matter whether you've got the right person. What matters is what's on that voter roll file. If I spell my name wrong on my voter roll file and then I go on Election Day and I want to vote - what's important is that you find that record with the name spelled wrong and that you can validate that's actually me and it's an inaccuracy - but, that you don't think I'm someone else because my name is different. I mean, there really is an abstract sense that what's on the voter roll is what

matters. So long as we're collecting name, address, first name, last name address, middle initial, birth date - as standard - that's all going to have to be verified.

DAVIDSON: It does become a problem because when we stop and think about it, nicknames are often used at the time they register and when they check their file, then they go to their real name, given name. So, it is a problem of knowing whether there's misspellings and mistakes made by the data inputer and so on. There are big issues all the way around. But, security is so important. Obviously, security up front and as Sharon was mentioning, security they're in a different system - they can't get into the voter registration file to have somebody possibly change information. So, I know the states are very concerned about the security element of these files also. That up front, you don't want somebody to be able to get in and change information but on the other side, you want information available to the public. How does - I think I look at Lance and Sharon - how do you feel about the privacy of your files and people getting in? Do you get a lot of complaints because people say this is so accessible. I know that our legislators are looking at it all over the country. How secure is it and how much information can be out there? What's your states leaning towards?

GAUGH: There's a limited amount of information that's out there. In fact, as Sharon said, you can get more from Googling somebody's name than you can from a voter registration file. First of all, our files are intact, nobody has access to those files, you can't get into them. The problem is that what's enough data? Then you get to the point where campaigns saying - Are you keeping this information from us? Voters saying - You're making it more difficult for us to look up information that we need. So, it's a balancing act. My biggest problem is that I found in another jurisdiction that a woman had a order of protection out on her estranged husband and he found her information through voting records. That puts out a chilling effect on the general population. Well, why would I register to vote if I know everybody has access to this data? It's something that we're trying to - it's a balancing act. And, it's something that's going to face us forever and it's something that we take very seriously. In Illinois or in Chicago when you go to vote by having the name and address but you still have to compare your signature. We have digitized signatures out there so we

know that somebody is not - you know, when the judges compare my signature, they say - Yes, this is Lance Gaugh. It's something that's really being looked into. It's something that I worry about all the time - how much data and what's enough out there.

DAVIDSON: Thank you. Sharon?

TURNER BUIE: We also are concerned about the security issues. However, we frankly have not received complaints from the public or from candidates about the security of our site or the amount of information that is released or that is not released. However, internally we have begun discussions about the type input information for searches that we might have to limit the search for the reasons that Lance just mentioned. Even though our state law allows us to withhold information with a court order for battered women or for police officers, security officials - we have talked about changing our initial search from name and date of birth to drivers license number because that is much more unique, obviously. But, that presents another problem. Everyone doesn't have a drivers license, number one. Secondarily, people accessing the site we know want information quickly and as Vince mentioned, we don't know our drivers license number so that means you would have to take another action - look it up, get it out of your purse - which would be more of an irritant, I think to those people accessing the site. Remember our greatest usage is just prior to major elections and they only want to know one thing - two things: Am I registered and where do I vote. So, we've not finalized that discussion but because of security reasons, we're still thinking about the possibility of changing our search criteria.

DAVIDSON: Leslie?

REYNOLDS: I just wanted to mention very quickly - back in March I think there was an issue where some publicly available information - somebody had gone to I think it was the DC elections office to get a voter list and some information that wasn't supposed to be available on the voter list was. So, we were getting a lot of media calls about what the states provide as public information. We did a survey of the states and got that information. I'm happy to forward that to you. The other thing I wanted to mention and something that we have talked about a lot in the last couple of years at NAS is something called the

Safe at Home Address Confidentiality Program which a lot of states have in place now. Many of the states run this program through the Secretary of State's office. It basically is the address confidentiality feature is one where the address of the voter, if they're a victim of domestic abuse or other such as police - the Secretary of State's office serves as the mailing address and then the Secretary of State has that information in order to get that information to that individual. It's something you may want to look at when you're talking about some of this information is to look at some of the Safe at Home programs that are out there right now - and there are some great examples.

DAVIDSON: Maine did a presentation on that didn't they?

REYNOLDS: You mean at our conference? Vermont did and the state of California. We did two different sized states and I know that Kansas just implemented it, too, so you might want to check with them.

DAVIDSON: Okay, that would be great information, I think.

GAUGH: Just to add, we have worked with the States Attorney Office with domestic violence - that information is not public accessed at all. So, we've done that. We've also done it with - we had a federal court judge that had an attack in her house and her husband and mother were killed. Those records we have locked up also. There are records that we will not have access to the public at all. There's a special file on that.

DAVIDSON: My time is up, so I'm sorry. We could talk about it forever, couldn't we?

DEGREGORIO: Thank you, Commissioner Davidson. Mr. Keenan, the approach that you seem to be taking or are advising us is a less is more approach when it comes to information provided on a voter information website by an election authority. Are you going to be taking a look at this November's election to see in those jurisdictions that provide more information - and that actually some do provide date of birth and other because I have navigated some sites and seen that some folks out there really provide a lot of data. Are you taking a look at the November election usage in many jurisdictions to give us some analysis of that election and perhaps before you give

us a final report that that's tempered into it?

KENNAN: At this point, we're scheduled to give the final report on December 1<sup>st</sup>. So, we could give you a very cursory look into that and obviously since it's going on, we've been trying to keep the data updated as it's going but if you'd like an in-depth analysis, we will do what we can but we really need more of a window after the election settles out before election administrators are going to want to talk to us about in detail stuff. But, we'll keep on it.

DEGREGORIO: Sure, okay. Sharon and Lance - in Missouri and Illinois, do your laws, when you all produce a voter registration list and obviously now you're tied to a state-wide database, you're about to be tied to a state-wide database - is the information available that candidates or the public can buy? Does that include date of birth information in either state?

GAUGH: In Chicago, you cannot get that information. You can only get name and address.

TURNER BUIE: In Missouri, we can provide name, address, date of birth and also we can provide the elections the voters have voted in.

DEGREGORIO: Right. I know that it's certainly available on the Internet to punch in somebody's name on some of these websites and it will pop up your date of birth and people buy this information from either the voter registration files or the driver license files and for \$39 you can get a lot more information on each person because that always pops up, too. What about the navigation of websites? Mr. Keenan, you've done some research obviously in looking at many sites and you all have different websites at the local level and NAS, you link to a lot of websites. How do you assess how people navigate through a website. You know, you're going to make recommendations to us that we'll give to others on how it's best to approach the navigation of a website so a voter can obtain the information they're really looking for and not have to really do a lot of searches to get ...

KEENAN: Yes. That will be part of the report and just as an aside on that point, the Harvard study that came out earlier that was done by some of the students - one of the



people on that study was part of one of our expert groups and we had an interesting conversation about the use of menus. The students responded very favorably to the use of drop-down menus and encouraged their usage. Our research indicates that older Internet users don't like that and that level of complexity is not appealing. We'll have that information in the report.

REYNOLDS(?): Through our tracking reports, we can determine a number of things. We know the source, where a user enters the site - what page users access and where they go throughout the site. Actually, our tracking reports are a good indication of the navigation routes that users take. And, it's an educational tool for us. We need to analyze that because it allows us to design or redesign our sites accordingly. The site is never finished, you know? And the way users search changes based on what - we're not sure. We just know by tracking the reports that we need to be mindful of that and adjust our sites accordingly.

DEGREGORIO: Certainly your testimony has shown that since 2003, each year there seems to be a change in emphasis of the people accessing your site and what they're interested in.

REYNOLDS(?): Correct.

GAUGH: Just want to say that we do modify our website depending like after the March primary - the number one hits that we were getting on our website was election results. So, we moved that to the top of page. We modify the website depending on time of the year - before election, after election, during election. The website is always changing. What you see today, may be totally different that you see next week.

REYNOLDS(?): I'll just say very quickly that we - there are two of us that went through all the state websites and oftentimes we struggle to find some of the information and we had a pretty good idea of where to look for it. And we communicated that when we made the phone call to say - Where can we find this on your website? I do think - I think the Harvard report while may have some generational differences in the types of information and the way people use it, I do think it was tremendously useful for the Secretaries to find and to get that feedback. Oftentimes, they look at the website through their own eyes - they know

where they're going, they know what they're looking for so it's very difficult for them to process what might not be readily available.

DEGREGORIO: Thank you. Mr. Keenan, this final question is going to actually go to you since you have really been active in the area of Internet technology for some time now and you're still on {\_\_\_\_}, right?

KEENAN: Yeah.

DEGREGORIO: I assumed so.

KEENAN: This morning.

DEGREGORIO: But, a study by the Pugh Charitable Trusts in April of this year showed that 83% of 18 to 25 year-olds access the Internet every single day in our society. Yet, that's the same group that has the lowest voter turnout, that we as election officials see at every election. How can we better connect with that group and obviously you look at this all the time. You talked about your own experience ten years ago. Secondly, do you see this next generation coming up demanding that election officials take a look at Internet voting at some point in their life and in the near future as opposed to longterm?

KEENAN: Okay, so two parts to that question. Part number one - do I think that good voter information websites are more likely to become a part of the voting habits of younger voters than the current group of voters out there right now. As a means to connect with that audience and perhaps encourage and stimulate participation, I think it's the right approach. Question number two - Is Internet voting going to be one of the demands of that constituency? I think that on some level, young people have a very good understanding of how technology is used. I think that I may even represent a generation older than the one that's coming up now which I wouldn't have put all my personal information on My Space. So, when I look at people doing that, I think - All right, are you going to get wise to not doing stuff like that at some point and get with the program or is that just the new standard? There is no shame or privacy or whatever. I don't know what the answer to that question is but I think that younger voters, at least in my age demographic may understand that Internet voting is something that could take time and that the

security concerns immediately would raise red flags across the board. That's not to say that if a good a technology comes along that can be proven or that makes sense would work and certainly with UOCAVA voters and our military overseas, there's a definite need. But, as far as across the board Internet voting - It makes me nervous.

DEGREGORIO: Thank you. Our executive director and our legal counsel - we have time for perhaps a question or two from each one of you. Mr. Wilkey?

WILKEY: Thank you, Mr. Chairman. Just quickly because I know everybody's getting a little hungry and wants to go to lunch. But, it's always nice when we have a panel of all friends that I've worked with before and you know that one soapbox that I get on all the time is in the area of literacy. And, you know that we have two types of literacy issues - one being low literacy where people don't have the benefit of being able to read and comprehend well and then what I call the "lazy literate" where information is just thrown at you. I'm one of those. I have so much to read during the day and when I get home, I want my information quick. I don't want to have to go through pages of information. My question to you, I know you raised it, Vince, in your testimony to us - is that you made a statement in which you said we must also be careful not to leave behind the under-served and the unwired populations that exist in both rural and urban areas throughout the country. I'm wondering if you have given any thought to how you deal - you mentioned it in your presentation - to the areas of the real literacy issues. Secondly, to the rest of the panel, I am a great component of test driving anything that goes out of the election office with various groups - the elderly, low literacy, young. I'm wondering if in the development of your sites if you had the opportunity to do that and what feedback you got.

KEENAN: In answer to your question, I had more experience dealing with the urban situation because we are located in Detroit and we have been so understanding how to distribute information and capitalize on the preexisting communication methods. One of the things that we have always done is attempted to try to work and work with our community churches and our neighborhood organizations. The black community in Detroit is the community I was raised in and as I mentioned earlier, word of mouth is a critical function. We solve problems as communities in Detroit so

if one person on the block has access to voter information, they can serve as a distribution node via paper or telling someone or letting somebody see - and encouraging that type of community response, I think is very essential to bridging that gap. Also, we've seen - I would not hesitate to put information out there that's useful across the board to all socioeconomic and racial strata or whatever - like voter information. And, the reason is because on the flip-side, having grown up in Detroit, there's been a long sense that the Internet is somebody else's business, we're not worried about that. The thing is is that in many ways cuts out opportunity, too. Having services that apply that are as useful in Oakland County Michigan - one of the richest counties in the country and the city of Detroit does have a kind of leveling effect to say - Look, you've got to vote, too. So, I like, we have programs where we let students print out sample ballots and take it home using paper to bridge the last mile. But, thinking along those lines I think is really important to answering the question.

WILKEY: Thank you.

UNKNOWN: {unintelligible} of our election office is really a microcosm of a broader community. We have young from high school age individuals who work for us during the summer on a temporary basis to the elderly. The oldest employee in our office is just about 80 years old. So, we rely on the information and the reaction from these groups as we develop things like training material as well as information that goes on the network. However, I do think there is a great benefit to using focus groups and that's something that we need to do more of in our office - which we plan to do in the future. But we have so many elections in Missouri, we're running from one election to another which minimizes the amount of time that we can devote to focus groups but I think that's an excellent source to use in any program that's being developed.

WILKEY: Thank you.

UNKNOWN: Yes, both our offices - the Chicago Board and the County Clerk's Office do use focus groups and I do test a lot of the Internet site out on my daughter who is 16 who happens to be a whiz at it. And, then my mother in law, God bless her soul, before she passed away who was 84. So, we had those type demographics plus our office, like Sharon said - high school students in the summertime to my oldest

employee happens to be 83 years old. So, we do do that.

WILKEY: Thank you.

REYNOLDS: My office is a staff of two and we wanted to get the information out that we'll use the November 2006 election as the launching point for further study.

WILKEY: Thank you, Mr. Chair.

DEGREGORIO: Thank you, Mr. Wilkey. Miss Hodgkins?

HODGKINS: Thank you, Mr. Chair, but I don't have any questions.

DEGREGORIO: Well, thank you, panelists for your excellent presentations this morning and for your written testimony that you provided us. We certainly appreciate the work that you do in this area and the leadership that you've provided to the nation. We're certainly going to share your information with others throughout the country so that they can have the benefit of the information you've provided us today. We're going to take a break for lunch - for all of you to know that we'll be back here at 1 o'clock. We have certainly an important afternoon to talk about military and overseas voters, a very important component of our democracy in America. We have some good speakers. We ask that you come back at 1 o'clock. There's a cafeteria downstairs you may have seen coming up to this room that you can use. We - speakers, I think we have a place for you to have lunch. Thank you all and we'll adjourn until 1 o'clock. Thank you.

